

# 2010 Spring Trimester Schedule

## February

- February 9: **SOAR: Providing Outstanding Customer Service**  
9:00am - 1:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium
- February 10: **SMART Level 1: Key City Policies I**  
1:00pm - 5:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium
- February 11: **SMART Level 2: Effective leadership**  
9:00am - 1:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium

## March

- March 2: **SOAR: The Challenge of Change**  
9:00am - 1:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium
- March 3: **SMART Level 1: SPEC Interactive (1)**  
1:00pm - 3:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium
- March 4: **SMART Level 2: Decision Making Best Practices**  
9:00am - 1:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium
- March 16: **SOAR: Effective Communication Skills I**  
9:00am - 1:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium
- March 17: **SMART Level 1: Key City Policies II**  
1:00pm - 5:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium
- March 18: **SMART Level 2: Building an Effective Team**  
9:00am - 1:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium
- March 30: **SOAR: Business Writing and Grammar Refresher**  
9:00am - 1:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium
- March 31: **SMART Level 1: SPEC Interactive (2)**  
1:00pm - 3:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium

## April

- April 1: **SMART Level 2: Effective Coaching and Mentoring**  
9:00am - 1:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium
- April 20: **SOAR: 7 Habits of Highly Effective People I**  
9:00am - 1:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium

April 21: **SMART Level 1: Ethical Management**  
1:00pm - 5:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium

April 22: **SMART Level 2: Performance Evaluation**  
9:00am - 1:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium

## **May**

May 11: **SOAR: 7 Habits of Highly Effective People I**  
9:00am - 1:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium

May 12: **SMART Level 1: SPEC Interactive (3)**  
1:00pm - 3:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium

May 13: **SMART Level 2: Employee Relations**  
9:00am - 1:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium

May 25: **SOAR: Critical Thinking, Ethics, and Values for Decision-Making**  
9:00am - 1:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium

May 26: **SMART Level 1: Managing Diversity**  
1:00pm - 5:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium

May 27: **SMART Level 2: Interviewing, Recruitment and Selection**  
9:00am - 1:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium

## **June**

Jun 8: **SOAR: Practical Problem Solving**  
9:00am - 1:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium

June 9: **SMART Level 1: SPEC Interactive (4)**  
1:00pm - 5:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium

June 10: **SMART Level 2: Negotiating for Results**  
9:00am - 1:00pm – Main Library, 2<sup>nd</sup> Floor Auditorium